

## **Statement from Air Canada why the two passengers were asked to leave the plane**

During the boarding of this flight from Bucharest to Toronto, two passengers became verbally abusive to the crew, refusing to take their assigned seats or safely stow onboard luggage in preparation for departure. Efforts by the crew to explain safety requirements, provide alternative solutions including offers to re-accommodate seating after take-off, and de-escalate the situation were unsuccessful. Air Canada has a zero tolerance policy for disruption and refusal to follow safety directions, and for the comfort and safety of other customers and the crew, a difficult decision was taken to have the flight depart without these customers. Air Canada has since been in touch with the passengers concerning their future travel.